



DEFENSE LOGISTICS AGENCY
THE DEFENSE CONTRACT MANAGEMENT COMMAND
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IN REPLY
REFER TO AQIA

MAR 24 1997

MEMORANDUM FOR COMMANDERS, DEFENSE CONTRACT MANAGEMENT
DISTRICTS
COMMANDERS, DEFENSE CONTRACT MANAGEMENT
ADMINISTRATION OFFICES
DEFENSE CONTRACT MANAGEMENT COMMAND LIAISONS

SUBJECT: Program Integration

On February 25, 1997 General Order 05-97 was issued, placing the Customer Support Team under Mr. Frank Lalumiere, Executive Director, Program Integration. This change also brings the DCMC Liaisons for our major buying activities under Mr. Lalumiere. Liaisons will continue to report directly to the Chief, Customer Support Team for the purpose of receiving policy guidance, operational direction and performance appraisals per General Order 32-96. CAPT Derrick, (USN) arrives mid-April to take command of the Customer Support Team. Also, Mr. Lalumiere has recently been given policy oversight responsibility for the Industrial Analysis Support Office.

The Customer Support Team plays a key role in ensuring that DCMC's customers are totally satisfied with our service. Their mission is to improve customer support and satisfaction across all levels of DCMC's customers whether that customer is a Program Executive Officer or a Commander of a major buying activity or a Program Manager. DCMC has people at various levels of its organization best suited to meet the needs of specific customers. For example, Liaisons support the Commanders of major buying activities and Program Integrators or Field Commanders support Program Managers. The Customer Support Team will work to ensure that DCMC communication and support to our customers is integrated across the different levels of customers.

I look to you, the field commanders - those closest to the largest part of our customer base, to work with Mr. Lalumiere and his team to achieve the highest level of customer satisfaction.

ROBERT W. DREWES
Major General, USAF
Commander